

REQUEST FOR PROPOSAL SUPPLY OF SECURITY SERVICES

From: Procurement Dep. / NRC JORDAN.

Norwegian Refugee Council - Jordan

Date: 19th November 2014

No. of pages including this page: 16 pages

Subject:

Invitation to Submit an Offer for the Supply of security services – Long Term Agreement

Reference number: **JDFY/2014/159**

Requirements:

The Norwegian Refugee Council, Amman, Jordan invites qualified suppliers/contractor to make a firm offer for the **SUPPLY OF SECURITY SERVICES – Long Term Agreement**, for one year's supply with possibility for extension.

1. Manner of Submission

The offers submitted must be in supplier's letter head, clearly identifying the company. If supplier has confirmed intent to participate in tender then he / she can only apply as that company.

The bid must be submitted in hardcopy in a sealed envelope and deposited in the NRC Bid Box at the Ground floor in NRC Jordan Country Office. During the working hours (8:30 to 16:00)

Closing date.

Deadline for submission is Monday 15th December 2014 15:00 hrs.

NRC Jordan Country Office, Amman, Al-Shmesani, Rezeq Al-Rashdan Street.
Al-Majeed Building no. 9, ground floor (behind the Housing Bank complex),
11194 Amman, Jordan, +962 6 5656804 (**Attached Map**)

All suppliers doing business with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labor, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

Scope of Work

The Norwegian Refugee Council, herein after referred to as 'NRC' has the intention to entrust to a company specializing in the security of persons, premises and assets (hereinafter referred to as 'the contractor') with the responsibility of organizing and delivering integrated security services to ensure the security of the NRC in the Hashemite Kingdom of Jordan. This call for tender will result in the award of a framework contract to one successful bidder. The services to be demanded by the NRC (including the type and number of posts, vehicles and equipment), may vary or evolve in accordance with the particular needs identified at the NRC in Jordan. The services actually procured shall be reflected in the invoices to be submitted by the contractor following the delivery of those services.

NRC estimates that it will request the start of the provision of services from the contractor on **1st February 2015**

1. Main components

The contract shall include the provision of security personnel and equipment as well as logistics related to the security services. The main components of this service contract will be:

- *Management*
- *Security guard force*
- *Risks analysis*
- *Logistics and equipment*

The chosen company will deploy human and non-human resources to provide security services such as:

- *Control of visitor access and its personnel to the NRC premises, including offices and annexes.*
- *Guarding of the offices, rub halls and warehouses, as where required.*
- *General supervision of these buildings to prevent theft and any intrusion or damage to persons and property.*
- *Provision and maintenance of equipment and materials (including intruder alarm, fire monitoring system, CCTV monitor) to ensure their smooth operation at all times.*
- *Assistance to persons in danger.*
- **Setting up of a system to verify the satisfactory performance of the contract (monitoring attendance and continuity of service, definition of the procedures in certain situations, etc.), the satisfactory quality of the services provided and to ensure a correct and comprehensive reporting (including incident reports.**

2. Locations where Security Services are required

1. Amman Country & Regional Office (Al-Shmesany, Amman)
2. Irbid office and drop in center (Irbid city Centre)
3. Za'atri camp
4. Azzraq camp

3. Chain of command

The NRC Security Department Amman is composed of the Country Security Manager (CSM), the Security Coordinator (SC) and Security Officers (SO). The CSM coordinates the security matters of the NRC and works under the authority of the Country Director. The SC and SO's are responsible for the day-to-day scheduling of tasks of the security guards.

The NRC logistics unit is responsible for issuing the specific contracts and for processing the invoices through finance submitted by the contractor.

4. Standard profiles and specific requirements of service staff

Security role	Post description	Acronym	Status	Post
Physical Security Guard Force	NRC Guard Supervisor	GS	Local	A
	Local Guard Supervisor	LGS	Local	B
	Local Guard Shift Leader	LSL	Local	C
	Local Security Guard	LSG	Local	D
	Local Security Guard	LSG	Local	E

Minimum requirements per type of post

	A	B	C + E	D
Relevant experience 3 years	X	X	X	
Relevant experience 1 year				X
Driving license	X	X	X	N/A
English fluent	X			
English basic		X	X	X
Computer literate	X			
Clean criminal record certificate	X	X	X	X
Clear medical and psychological test	X	X	X	X
At least 40 hours security training	X	X	X	X
First aid certificate	X	X	X	X
Advanced tactical medical care certificate				

Evidence of these minimum requirements must be documented upon proposal to NRC logistics unit.

a. NRC Guard Supervisor - Profile required

In addition to the above mentioned minimum standards, additional requirements are namely proven track record as a manager of security activities; operations management. The NRC GS shall have proven experience. Minimum relevant experience in the above fields shall be of 3 years and is to be proved upon request on the basis of work contracts, recommendation letters or references.

i. Description and responsibilities

The NRC GS is mobile but his/her post is normally located at NRC (Za'atri) and ensures the following tasks (the list is non exhaustive): a detailed roster and presence files on a weekly basis; the implementation and control of the security guard procedures; a reporting system with the guard force;

the appropriate and continuous coaching of the guard force; inspection of all posts on a regular basis; an inventory record, with evidenced verification (i.e. signature on standard documents) of the deployed equipment, maintenance and quality.

The NRC GS shall ensure the professional functioning and the management of the entire guard force by means of regular and traceable controls; organize the shifts of the entire guard force staff and ensure that a file with detailed rosters, of both planned and actual presences, is available at all times; ensure that all posts are properly manned; control the proper application of procedures carried out by the guards for the access of vehicles and persons to the compound's premises.

The NRC GS shall oversee the proper operation and use of the radio communication system, which is operated on 24/7 by a radio operator located at the Base camp (Azzraq and Za'atri).

The NRC GS shall oversee the proper functioning and operation of the various security installations and equipment in all the premises covered by the contract, such as but not limited to CCTV system, PA system, fire detection system and radio communication equipment

The NRC GS post shall be staffed by a National.

The NRC GS shall liaise between the contractor's security service components in Jordan and the CSM and perform routine liaison with local authorities under the supervision of the CSM.

The NRC GS is responsible, on behalf of the NRC, of the security set up provided and the provision of the tasks. He/she is responsible for the implementation of contractual requirements and shall ensure full compliance with the tender specifications (both concerning the human resources and equipment).

The NRC GS post may be motorized in order to respond effectively to incidents and for overall supervision tasks.

Regular security meetings with the Country Security Manager

Regular meetings shall be organized between the NRC Guard Supervisor (GS) and the security company in order to brief on the security situation and to coordinate the tasks. The contractor's shall be available for ad hoc meetings convened by the NRC at its request.

Weekly meetings with the CSM/GS

A weekly meeting shall be organized between the GS and the CSM, or Security Coordinator (SC) in the event of the CSM's absence, in order to review the contractually required weekly and monthly reports setting out the status of the services provided, developments related to the implementation of the contract, the invoices and supporting documents, where necessary. The contractor's local management shall be available for ad hoc meetings convened by the CSM or the SC at their request.

ii. Reporting tasks

The NRC GS shall be responsible for developing and implementing the Standard Operating Procedures (SOP), and Reporting Procedures (RP). These procedures must be validated by the CSM and must be executed by the contractor's staff.

The NRC GS shall be responsible for all formal reporting.

iii. Handover and replacement

Before any departure from the post, the NRC GS shall provide a written handover note listing all important details and issues that need particular attention during his/her absence, including during leave periods.

When on leave he/she shall be replaced by an officer whose qualifications and experience are equivalent.

b. Physical Security Guard Force (PSGF)

The PSGF comprises the Local Guard Supervisor, the Local Guard Shift Leader and the Local Security Guard posts as well as the Mobile Security Patrol (the mobile security patrol is an additional option NRC may require in the future).

The PSGF is under the supervision of the NRC GS.

c. Local Guard Supervisor (LGS)

The LGS is under direct supervision of the NRC GS and responds to his/her specific instructions and the SC.

The LGS shall be responsible for the efficient functioning of the LSG force, including the Mobile Security Patrol teams - optional. The LGS may be provided with a dedicated vehicle. The operational location of the LGS post will be at the SCC.

The LGS post shall have the following characteristics:

- The LGS post staff shall work exclusively for the NRC on the awarded contract.
- The LGS post staff shall have proven experience of minimum three years in the field of managing security personnel in an international organizations.
- He/she shall have proven experience in managing and successfully coaching a guard force of minimum 30 persons.
- He/she shall be able to communicate in spoken and written English and be able to work in a multicultural environment.
- The LGS shall be capable of contributing to the contractor's high quality written reports to the NRC.

The tasks of the post include as follows:

- To ensure the efficient functioning and the management of the LSGs by means of regular and traceable controls and by controlling the on-duty performance of the guards.
- To ensure that all LSG and (mobile security patrol) posts under the contract are properly manned and that the change of shifts where applicable occurs in a timely and smooth manner.
- To organize and oversee the proper and continuous coaching and training of the entire guards contingent, including new guards, as well as the implementation of guarding procedures and follow up.
- To ensure that all LSG duty records, incident log books and any other records and reports required for the efficient performance of the operations are kept properly and regularly updated, where applicable.

d. Local Guard Shift Leader (LSL)

Each shift of the local guard posts shall be led by a LSL.

The LSL shall report to the NRC GS and the LGS. The LSL shall ensure that the LSG posts are manned and that the LSG staffs are fit for duty, that they are correctly uniformed and that their equipment kit is complete and is serviceable.

The tasks of the post include as follows:

- To attribute and ensure that all persons deployed at the various posts have at their disposal the specified uniforms, equipment and accessories and that the equipment and accessories are in good working order at all times.
- To train the guards for proper usage of all equipment and accessories provided to them.
- To assist in the proper and continuous coaching and training of the guards' contingent, including new guards, as well as the implementation of guarding procedures and follow up.
- To respond and coordinate the action of the response team in case of and to any incident.
- To carry out any other tasks that may be assigned by the LGS or the NRC GS.

e. Local Security Guard (LSG)

The LSG is under direct supervision of the LGS and the LSL on each shift, and shall respond to instructions issued by the NRC GS and the SC via the LGS and LSL.

The LSG follows specific instructions and ensures the security of the NRC staff, office, warehouses and rub halls.

He/she ensures the following tasks:

- Performs a physical control of personnel and vehicles accessing the NRC locations.
- Proper access control and registration of all personnel and visitors.
- Deters and reports any unusual activity and any illegal parking, theft and criminal damage to NRC assets.
- Immediately intervenes on the spot in the event of an incident.

The LSG is located at the access points of and garage of the Delegation and, dependent on the instructions, in other premises including the HoD residence and staff accommodations.

f. Mobile Security Patrol (MSP) (Optional)

One or several MSPs may be set up under direct supervision of the NRC GS. The MSP responds to specific instructions from the IGS and the SC.

A driver and a senior guard are assigned to each MSP. They shall have both a valid driving license. Under command of the supervisor, the tasks of the post may include as follows:

- General supervision of the NRC premises, the international staff residence.
- Patrolling in view to avoid, detect and deter intrusions or attempts of intrusions.
- Immediate intervention on the spot in the event of an incident.
- Report of all suspicious observations to the Company Security Control Centre.
- Ensure detailed and daily reporting.
- Other tasks that may be provided.

5. Staffing

The table below takes into account the working schedule of the different posts. Its implementation is mandatory as follows:

Acronym	Post	Duty roster per post	Working hours by individual
LOCAL POSTS			
NRC GS	A	8 hours per day / 5 days per week	On call 24/7
LGS	B	8 hours per day / 6 days per week	On call 24/7
LSL	C	24 hours per day / 7 days per week	Maximum duty 8 hours per day 6 days per week
LSG	D	24 hours per day / 7 days per week	Maximum duty 8 hours per day 6 days per week
LSG (day time)	D	8 hours per day / 5 days per week	Maximum duty 8 hours per day 6 days per week
MSP (optional)	E	24 hours per day / 7 days per week	Maximum duty 8 hours per day 6 days per week

Offers should take into account the minimum manpower needed for each post in order to cover the requirements of manning but also taking into account the rotation for NRC staff in locations that do not require 24/7 guards. Bidders should define the remuneration; work hours and rest leave conditions for personnel in each post.

6. Rotation system, guard force and others

All 24/7 posts are full time, 7 days per week. Shifts must be of maximum eight hours per day and the monthly total of working hours should not exceed 220 hours per guard. The company commits itself following all legal obligations of the country and labour laws.

All local posts must be composed of guards working exclusively for the NRC; no guard should work on another security job. The rotation table must take into account a sufficient number of guards in order to cover leave or sickness absence.

To guarantee a good quality service and to prevent a high turnover of the security personnel, the benefits scheme of the guards should be within the range of incentives offered by other organizations to their guard force for corresponding posts and status. Partial deployment for office hours shall be charged by the contractor on a pro rata basis in accordance with the agreed pricing terms.

7. Validation

NRC GS

The contractor is required to select the staff and to check the professional history of each of the staff before providing the NRC with guards.

Other staff

The contractor has to select the staff and to check the professional history of each of the staff before providing the NRC with the guards.

The CV of a local staff nominee shall be provided to the NRC GS who will either approve or reject it before the staff is deployed.

Regular evaluations made by the CSM may lead to recommendation of dismissal subject to a final decision by the contracting authority.

The contractor cannot invoice the contracting authority for posts, which have been staffed by personnel who have been deployed without having obtained the necessary prior written approval. The same applies for posts, which have not been manned in accordance with the tender specifications.

The approval procedure for nominees shall also apply fully to any subsequent replacements of staff, including temporary replacements during leave periods.

8. Logistics

a. Vehicles

General conditions

The contractor has to provide the vehicles with the specifications as stipulated in these tender specifications and quantified in the specific contracts. The vehicles are part of the service contract and are used by the contractor for the execution of its services. The vehicles remain in the property of the contractor and have to be removed after the end of the contract.

All vehicles shall be of a neutral colour (not white but black, grey or darker colours). At the date of employment, they shall not be more than two years old and not have run more than 40.000 km.

The contractor ensures that the vehicles are in fully operational condition, including maintenance and fuel, at every moment. During repair or maintenance periods, which take longer than 3 weeks and during which the car cannot be used, the contractor upon recommendation of the GS shall provide a replacement. The contractor cannot request payment for the vehicle for such periods if no replacement of the same category and standard as the replaced vehicle has been provided.

All cars shall be covered by a third part responsibility insurance on NRC standard level and shall be orderly registered at the place of deployment.

Vehicles

The contractor shall equip the Mobile Security Patrol (MSP) **Optional** with 'soft skin' 4x4 SUV with minimum 4 doors and minimum 5 seats. The MSP vehicles operated by LSG staff shall have a minimum power output of 130 BHP DIN.

The NRC GS and LGS posts may be equipped with their own official vehicles, in accordance with the circumstances of the country and the security situation. These 'soft skin' vehicles, with 4 doors and 5 seats, shall have a minimum power output of 90 BHP DIN.

The vehicles must be equipped as described in the following table:

Items
One sledge hammer
One bold master cutting tool
One halogen tool
Extinguisher system
Advance medical kit
4 ton capacity air jack

An emergency kit will be provided. It must be secured in a solid box and shall include:

- Jack (suitable to vehicle weight) with a supporting base platform.
- Spare bulbs.
- Telescopic wheel nut wrench.
- Torch (x 2 D-cell): halogen magnet base 12V with 4 meters cord.
- Heavy duty leather work gloves (x 4 pairs).
- Electric cables (jump start).
- Tow cable (compatible with vehicle weight) equipped with steel towing eyes.
- 5 high visibility safety reflective vests.
- ‘Bolt Master’ cutting tool or equivalent.
- Heavy duty wrecking bar.
- Warning triangles (x 2).
- Additional rear-view mirror for the passenger (front).
- A plastic-coated list of all above items.
- Toolbox.
- “Comprehensive First Aid Kit”: a multi-purpose first aid kit packed in a case and including a bracket for wall mounting, covering a wide range of incidents.

b. Equipment

i. Provided by the NRC

Nil,

ii. Provided by the contractor

The contractor shall make provision for:

- Mobile phones with appropriate subscription (no prepaid cards), the number to be communicated to the NRC and the contracting authority. The communications costs are to be covered by the contractor.
- Panic Button system for distribution to all NRC offices (Amman, Irbid, key locations in Za’atri and Azzraq).
- At least two vehicle inspection mirrors.
- Uniforms for posts B, C, D and E. One package consists of two complete sets respectively for winter and summer: 2 trousers, 5 shirts, 5 socks, boots, raingear and head cover. They shall be renewed annually.
- High visibility vests.
- Flashlights 125 lumen and weather proof (preferably with dynamo).
- First aid kits.
- At least one GPS device per vehicle.

The cost of the equipment has to be included in the monthly cost of the posts.

iii. Electronic guard monitoring system (electronic patrol controller) – Optional

The system shall be based on control points located at a minimum of one location per secured site (additional control points shall be required according to the size or layout of the site). The guard on duty shall register his/her presence at each of these points during each round and the system shall record the event. The readings shall be downloaded on a daily basis and used to monitor the quality of the guards' rounds.

The data shall be kept by the contractor and forwarded to the NRC GS on a weekly basis or at its request. The system provided shall be composed of the necessary chips, rechargeable mobile reading systems, recharger and connection bases, downloading station, the hardware and software to treat the data and a dedicated PC. Sufficient spares shall be made available on site to cover possible breakdowns and losses.

9. Obligations**a. Insurance**

The contractor shall provide insurance for its employed personnel who are charged to carry out, directly or indirectly, the contract. The policy must be concluded before the contract is signed.

The contractor shall thus provide every six months a list of the employees of the preceding part of the calendar year and supporting and justifying documents proving that they are affiliated with a social security scheme for protection against the consequences of risks of disease and of disability and to benefit from a pension scheme.

b. Insurance for local staff

The insurance requirement shall be, at the least, the minimum requirement as applicable by the local labor law and legislation of the country of employment. Copies of insurance policy and proof of payment of the premiums shall be submitted to the NRC.

c. License to operate

The contractor and/or subcontractor(s) shall hold all necessary operating licenses required under national legislation to operate as security provider in Jordan as a condition for the contract.

The contractor shall ensure strict respect of national/local legislation at all times during implementation of the contract and shall ensure that all obligations outstanding under the national/local legislation after the end of the contract are met.

d. Subcontracting

N/A

e. Conditions of employment of the contractor's personnel

The contractor is required to respect the relevant NRC, international and nationally established security obligations and codes of conduct for its local staff. This includes the use of formal contractual employment agreements, setting levels of remuneration and employment conditions (e.g. insurance, medical coverage including provision for psychological needs, and pension).

The proposed employee benefits and incentives of the personnel shall be an explicit part of the contractor's technical offer.

The contractor shall provide a draft code of conduct governing the behaviour of its personnel working on this contract.

10. Reporting

a. Start-up phase

After twelve weeks, the contractor shall prepare an inception report with complete information as to the fulfilment or not of its obligations in this initial phase and submit this report to the contracting authority. This report shall be updated to cover the fulfilment or not by the contractor of its contractual responsibilities for the first six months period and shall be submitted to the NRC at the end of this period.

b. Activity report

Each week, the NRC GS to the CSM shall submit an activity report indicating the number of personnel present. Any divergence from the contractually agreed upon services shall be explicitly mentioned in this report

c. Six month report

Six-month reports shall be furnished by the contractor, including an analysis of financial matters and narrative aspects, and shall also provide information as to any divergences from the operational and financial conditions foreseen for implementation of the security services.

d. Security information report

Each week, or daily if required, an information report on the security situation at the place of posting and in the country shall be submitted to the CD and CSM.

e. Monthly roster report

Monthly planning of the personnel assigned or deployed must be ensured with detailed roster sheets. All the records and supporting documents must be kept available during the implementation of the contract and provided to the contracting authority at any time upon its request, up to five years after the final liquidation of a specific contract or the end of the framework contract, whichever is later.

11. Conformity of the equipment and finance provisions

a. Conformity of the equipment

All equipment must be deployed during the implementation period from the date of effect of the contract.

This covers all aspects related to vehicles whereas the models provided should be those requested or equivalent (certificates of conformity shall be given by an independent authority or firm).

b. Acceptance and/or reservations

A provisional acceptance certificate for all security equipment to be provided will be submitted to the CSM, with the possibility of issuing reservations in case of non-conformity and quality issues to be cleared with a specific deadline to avoid infliction of a proportionate financial penalty. All reservations shall be cleared through the issuance of a final acceptance certificate.

c. Staff related costs

Appropriate housing facilities, food, medical care and all related costs concerning the local staff shall be the sole responsibility of the contractor.

d. Invoices

The invoicing period shall be every month in arrears and shall be specified in each specific contract. Pro-rata calculations of partial months shall be as follows:

Equivalent daily rate = monthly rate * 12 / 365

Equivalent hourly rate = equivalent daily rate / 24

The contractor shall submit after the end of the invoicing period an original invoice for the services provided together with following documents:

i. Guard force

- Monthly time sheets duly signed by the NRC GS For the posts occupied by the guards, the time-sheets will indicate the names and signatures of the personnel deployed.
- A report including the main activities of the entire force (leave, sick leave, trainings, number of deployments of mobile patrol teams, summarizing relevant incidents if any occurred).
- A clear and complete list of all personnel deployed on the contract, per post, with mention of staff names. Changes from the previous month shall be highlighted and commented. A record number shall be clearly specified on the invoice in order that the audit trail is maintained.

ii. Vehicles

- Each invoice shall be accompanied by a clear and complete report providing the list of vehicles deployed, recording any period during which a vehicle has been out of service and the reasons thereof. The reference number of the vehicles in the contractor's assets registry (which shall contain all details of the vehicles life, including date and place of purchase, purchase price, shipping dates, etc.) shall either be present on the invoice or in the report for each vehicle deployed, in order that the audit trail is maintained.
- Maintenance carried out and works schedules for vehicles shall also be supplied, with details of the reference number of the vehicles present in the report. Changes in the deployment of vehicles from the previous month shall be highlighted and commented with explanation. Vehicles out of service and not repaired within 3 weeks, unless exceptional circumstances prevail and these are accepted by the contracting authority, should be immediately replaced by the contractor.

iii. Other equipment

- Each invoice shall be accompanied by a clear and complete list of all other equipment deployed on the contract (such as tracking systems, etc.), with their reference numbers in assets registry. The assets registry shall contain all details of the equipment's' life, including serial number, date and place of purchase, purchase price, shipping dates, etc. Changes from the previous month shall be highlighted and commented.

12. Reimbursement of expenses**a. Vehicle expenses**

All expenses, including insurance, maintenance and repair costs, related to vehicles shall be covered solely by the contractor.

13. End of the contract

At the end of the contract, whether because the duration is expired or because of early termination, the contractor supplies a handover with a detailed final report, a state of play of the equipment and supporting documents to the CSM, the NRC contract unit and the CD.

This final report must contain information on the deployed personnel and equipment, detailed roster sheets and security incidences reported during the implementation of the contract. It shall also contain information on the services that have been deployed (including chain of command, reporting, staff profiles, rotations and any other relevant information).

A provisional acceptance of the handover with the possibility of issuing reservations for non-conformity and quality issues will be made.

Conditional upon the obligations referred to above, the contractor shall submit a final invoice for services provided. The final invoice shall be accompanied by the necessary reports and supporting documents.

The payment shall be subject to the following conditions:

1. The invoice is complete and accurate.
2. The invoice is accompanied by the necessary reports.
3. The invoice is accompanied by all end user certificates and transfer clearance statements with reference to serial numbers of the weapons and vehicles, if any, therefore releasing the contracting authority from any obligation and responsibility regarding the possession and transfer of items. In the event that the original certificates and statements have to be retained by the contractor, it shall provide certified copies of the originals, signed and stamped as 'certified true copy in conformity with the original'.

14. Price indications

The contract currency is Jordanian Dinar (JOD)

Prices, expressed in JOD shall be firm and not subject to revision during the first year of the framework contract.

From the beginning of the second year of performance of the Contract, prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter and agreed in writing by both parties.

15. Contractor visit

Interested contractors should confirm their availability (to the email address above) (jo.contact@nrc.no). For site visits and a scope of work explanation during the week starting Tuesday November 25th.

16. Annexes (to be completed and annexed to the tender)

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| Annex 1: | Presentation of the tenderer and his capacities in the domain of the tender. |
| Annex 2: | Description of the proposed organization for the contract. |
| Annex 3: | Description of the quality control. |
| Annex 4: | Technical compliance. |
| Annex 5: | A (list of unit prices) and B (hypothetical scenario stating estimated quantities). |
| Annex 6: | Suppliers Ethical Standards Declaration. |
| Annex 7: | Supplier Registration Form. |